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## PowerHelpDesk (PHD)

Hits: 7,056

**Description:** PowerHelpDesk is a simple to use helpdesk software with: Windows login mask, three different access-levels: admin (full rights), leading position (advanced rights), employee (basic rights). || New feature: MySQL5 support || Features: case registration by intranet or internet, intuitive operating & handling, pursuit of the course of a case/ticket, quicker reaction time on newly opened cases, clear separation between assigned and unassigned cases/tickets, case survey for the user, notes / commentaries to a case, flood control, highly customizable, create your own layouts (with templates and CSS), admins can create and change users, overdue reports. || Requirements: JavaScript, MySQL 4.x or higher || Configuration: safe\_mode on/off, register\_globals on/off || PHP mail: SMTP || Available in German and English (Spanish, French on demand).

### Resource Specifications

<b>Version:</b>	2.0 FINAL
<b>Platform(s):</b>	linux, windows, freebsd, sun
<b>Date Added:</b>	Jan 10th, 2005
<b>Last Updated:</b>	Sep 26th, 2006
<b>Author:</b>	Claus van Beek

**Average Visitor Rating:**  **4.73** (out of 5)

Number of Ratings: 11 Votes

**Average Member Rating:**  **5.00** (out of 5)

Number of Reviews: 2 Reviews *Read Reviews...*

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**Superb product**, Oct 4th, 2005

Reviewed By: dl\_stats@clausvb.de

If you have a small support team or a small company PHD is your helpdesk tool. Our dispatcher assigns all cases to our team members. PHD supports this with a "queue", which lists all unassigned cases. Every important step is reported to the customer by mail. We wanted to buy 150\$ tool first, which is a lot more complicated than PHD. I am glad we found PHD.



**PowerHelpDesk is cheap and very easy to use**, Oct 15th, 2005

Reviewed By: daniel.schmidt

PowerHelpDesk is cheap and powerful, but it lacks some features, like attachments (e.g. ZIP, JPG) for your tickets. On the other hand it provides reports and is very, very easy to use. The support is very good and helpful. PowerHelpDesk is definitely worth a try.